

March 26, 2020

**RE: COVID-19 Emergency Operational & Response Plan
Clarksville Gas & Water (City of Clarksville, TN)**

The City of Clarksville's Gas, Water, and Wastewater/Sewer utilities are combined departmentally as "Clarksville Gas & Water" (CGW). Clarksville and CGW are committed to ensure the continuation of safe and reliable gas, water, and wastewater utility services and to the safety of city employees, our customers and the public. CGW has issued multiple public notices as the situation has rapidly changed over the past two weeks. CGW's internal response plan was implemented in multiple phases:

Phase 1 – 3/16/20

- 1) All late fees, penalties, and service shut-offs due to non-payment were suspended for the current billing cycle (this will be re-evaluated as the severity of COVID-19 demands).
- 2) The service centers were closed to the public. All customer transactions, including payments, were to be completed via phone or online. Additional phone lines were installed for the call center. The main drive through remained open for contractor transactions for new services only.
- 3) Internal access of all CGW buildings were closed to the general public. The front lobby at 2215 Madison Street (Clarksville) was open for drop-off and pick-up of USPS, FedEx, UPS, plans, plats, etc. A security guard was stationed a safe, 6 foot distance away within the lobby.
- 4) All fleet deliveries were routed to the warehouse in the rear of the building.
- 5) All situations requiring entrance to customer homes or businesses were limited to gas odor complaints and pilot lighting requests. The responding on-call service technician would enter the home or business only if the customer agreed to remain a safe 6 foot distance away. If the customer would not comply, the technician would turn gas service off at the customer's meter as per CGW safety protocols.

Phase 2 – 3/20/20

- 1) All customer service and call center employees will remain home with pay unless scheduled to work. Call-in payments ceased (other payment methods are available).
- 2) All general calls during business hours were forwarded to the after-hours answering service center (Mid-State). Work orders originating from these calls will be sent to on-call service techs via text message.
- 3) Drive through for contractors will be available only on Tuesdays and Fridays.
- 4) Specific service and meter personnel will report only on Tuesdays and Fridays unless called to an emergency.
- 5) The water treatment and wastewater treatment plants will continue to operate 24/7 and be staffed "seven days on and seven days off" in rotation. Other staff will be on stand-by for emergency response.
- 6) Administrative personnel will report for work as needed for accounting and payroll functions.

Phase 3 – 3/23/20

- 1) Main CGW complex closed. Most employees will remain home on the inclement weather plan/status.

- 2) Gas, Water, and Sewer construction crews; Gas and Water distribution personnel; Gas leak technicians; safety team, fleet, and SCADA will remain at home in an on-call status. Some personnel will drive city and service vehicles home as directed by management to expedite emergency response.
- 3) Meter readers, inspectors, and sewer lift personnel report to main CGW complex to pick up vehicles and perform daily duties. Some personnel will drive city vehicles home as directed by management.
- 4) IT, accounting, engineering, administrative, and maintenance personnel will remain home in inclement weather plan/status, work from home, and/or report to work to perform essential duties as needed or determined by management.
- 5) Management staff (exempt) will work from home and/or report to work as discussed and determined by the General Manager to continue effective management of CGW.